

Providing Services for Seniors and Adult Mental Health Services in North Simcoe-Muskoka

Annual Report April 1, 2023—March 31, 2024









35th Annual Report

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Mission, Vision and Values

MISSION:

To provide high-quality care and support services to adults experiencing mental illness or age-related challenges in the Simcoe-Muskoka area.

VISION:

People are empowered to achieve their optimal health and well-being in the community where they live, work and socialize.

We will realize this by:

- Attracting and retaining the best staff;
- Building more fulsome and reciprocal relationships with community partners that avoids service duplication;
- Enhancing awareness so that people in our communities know who we are and what we do;
- Serving our population without delays or wait lists;
- Supporting clients in a way that enhances their quality of life;
- Securing funding and resources to provide excellent service levels.

VALUES:

<u>EXCELLENCE</u>: We are committed to the delivery of high-quality service through education and by incorporating best practice by skilled staff and volunteers.

<u>DIGNITY:</u> We recognize the inherent worth of every person and treat them with dignity, respect and compassion. We support their right to make their own decisions. We inspire hope in clients, their family members and health care/service delivery personnel.

<u>ACCESSIBILITY:</u> We are committed to offering access to our services and increased availability during both traditional and non-traditional times, when people have fewer options to receive help.

<u>INTEGRITY</u>: We are ethical, transparent and fiscally responsible and accountable to our funding organizations and donors for the management of the resources entrusted to us on behalf of our community.

<u>PARTNERSHIP</u>: We are committed to working with all of our stakeholders to ensure a collaborative and proactive response, to address the needs of those receiving our services.

<u>LEADERSHIP</u>: We will demonstrate leadership in the advancement, promotion and incorporation of innovative practices and creative ideas.

<u>POSITIVE WORKING ENVIRONMENT:</u> We create a safe environment where employees are engaged and encouraged to exchange ideas, communicate openly, be innovative and practice work-life balance.

ADULT MENTAL HEALTH SERVICES

Provided in the Midland-Penetanguishene area Offered free of charge

Case Management Program

The Case Management Program supports persons aged 16+ with a confirmed diagnosis of serious mental illness who have a high need for support. Using various modalities, Case Managers work with each client to develop and achieve goals to ensure holistic well being.

Brief Service

Provides immediate, short-term help and support to anyone aged 16+ with or affected by mental illness.

Crisis Services

Provides prompt, accurate mental health assessments for individuals aged 16+ who present in the Emergency Department of Georgian Bay General Hospital with psychiatric or psychosocial crises. This team also provides individual short-term counselling and a Crisis Clinic. Clients who are seen in the ED, who are not in acute crisis and being discharged, can be booked for a follow-up appointment with one of our clinicians immediately. Clients are provided with appropriate referrals and navigation to other longer term services. Referrals to the Crisis Clinic are accepted from ED physicians, Community Paramedicine and other service providers.

Crisis Management and Resource Team (CMART)

This collaborative program with the Southern Georgian Bay OPP assists community members experiencing a mental health crisis. The teams are each comprised of one OPP Officer and one Mental Health Worker. Teams are dispatched through police communications.

Supported Employment

Wendat believes in the value of people doing real work for real pay. We offer opportunities for persons experiencing mental health challenges to be hired within Wendat. Individual and group job coaching is provided.

Social Club

The clubhouse provides activities to enhance your mental wellness cognitively, physically, socially and emotionally. Anyone experiencing mental health challenges is welcome. Transportation services are available. There is a small fee for meals and some outings/activities.

237 Second Street Midland, Ontario



705-526-1305 www.wendatprograms.com info@wendatprograms.com

PSYCHOGERIATRIC SERVICES

Offered regionally across North-Simcoe/Muskoka Offered free of charge

Transition Services

Focuses on providing a transition plan to reduce the intensity and frequency of responsive behaviours so that individuals with cognitive impairment can move from one environment to another. Individuals may be living in their own homes, with family, in the hospital, Long-Term Care or other type of supportive housing. Behaviour Nurses work collaboratively with the client, family and all care partners in their current environment and destination environment to effect a smooth transition and resettlement.

Mobile Social Work Service

This service is available to seniors with mental health needs who live alone or with family. The Social Worker will conduct an assessment of needs and risk and provide counselling, health teaching and connections to resources as needed.

SENIORS' SUPPORT SERVICES

Offered in the Midland and Penetanguishene Area

Assisted Living Program

Personal Support Workers are available 24/7 to assist residents of the Lorna Tomlinson Residence for Seniors with a variety of day to day practical needs. There is no fee for this service.

Seniors Day Program

Provides social and recreational activities in a group setting for eligible seniors. Transportation can be arranged if required. There is no fee for this service.

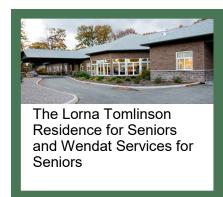
Congregate Dining Program

Our cooks provide nutritious meals to seniors attending the Day Program and to the residents of the Lorna Tomlinson Residence for Seniors. There is a small fee for meals.

The Lorna Tomlinson Residence for Seniors

This Residence provides supportive housing for frail, low income seniors. Opened in 2016, the facility provides single or double rooms each with a private ensuite bathroom. All meals are provided in a common dining room. There is laundry service, lounges for socializing, structured Day Program activities, 24/7 on site staff and an enclosed courtyard. Additional personal support services are available to those who need assisted living.

44 Dufferin Street Penetanguishene, Ontario



705-355-1022 www.wendatprograms.com info@wendatprograms.com

Board of Directors

New (2024-2026)



Tracy MacDonald is a Client Service Advisor for LGI Healthcare Solutions following a recent career change. Previously, she worked in a variety of finance positions with Trillium Health Partners, Jarlette Health Services and Waypoint Centre for Mental Health Care. Tracy obtained her Medical Office Administration diploma through Sheridan College and has her Payroll Leadership Professional designation through the National Payroll Institute. Born and raised in the Toronto area, Tracy relocated to the Midland area in 2007 where she lives with her husband and their black lab named Friday (because who doesn't love Friday?). Tracy enjoys camping, swimming, vacationing, and quality time with family and friends.



Doreen Neill has spent most of her life in Ontario and has also lived in Quebec and B.C. She attended York University. Doreen worked for lawyers in various capacities for almost 30 years. She was a television host in Ottawa for some time. Doreen has been a volunteer, Board Member, advocate, ambassador and fundraiser for many organizations including Big Brothers Big Sisters, The Sunshine Club, Huronia Community Foundation, Covenant House, SPCA, The Humane Society and the Midland Public Library. Doreen has lived in Midland for 25 years. She has one son, Steven.

Renewing (2024-2026)



Karen Roberts joined the Board in March 2023. She is a member of the Human Resources Committee. Karen is a retired nurse. Since moving to the North Simcoe area, Karen has been involved on Boards and Committees of many organizations including GBGH and Chigamik Community Health Centre. She is a strong patient/client advocate and chairs the Patient, Family and Client Councils of the North Simcoe Ontario Health Team and Georgian Bay General Hospital.



Vanessa Moss is an Investment Advisor at Harbourfront Wealth Management. She has been in the Financial Services industry for over 20 years. She graduated from Georgian College in Barrie with a Business Administration – Automotive Marketing diploma. Her family owned a car dealership and she had aspirations of taking over the family business. During her studies, she worked part time at a bank and unknowingly, this would be the launch of her financial career. Furthering her education, Vanessa holds a Securities License, Life Insurance License and completed both the Professional Financial Planning and Wealth Management Essentials courses. Vanessa and her husband Kevin have two children, an Australian Shepherd and a Bengal cat that keep them on their toes. Vanessa joined the Board in 2019 and was elected to the position of Vice-President in March 2023. She is the chair of the Human Resources Committee.



Michelle Goodman works at New Path Youth and Family Counselling Services as a School Based Mental Health Worker. She has been with the organization since 1999 fulfilling a number of different roles within the organization. She is a graduate of Sir Sandford Fleming College and holds a Correctional Worker Diploma. She started her career in a Phase II Open Custody Facility. Michelle is committed to continuous learning and has completed extensive and diverse professional development opportunities throughout her career. At work, she participates on committees and networks and is familiar with mental health resources in the community. She is the Union Steward and a member of the Employee/Employer Relations Committee and is committed to helping to build a positive working environment. Michelle lives in Barrie and enjoys spending time with her family and friends. Michelle joined the Board in 2022 and is a member of the Governance Committee.



Stefan Racine is an OPP Officer. He was born and raised in Elliot Lake, Ontario and is fluent in both French and English. He attended Georgian College in Barrie, obtaining a degree in Environmental Engineering and then worked at the Honda Plant in Alliston for 3 years. During that time he volunteered as an Auxiliary member with the Ontario Provincial Police (OPP). He was hired by the OPP in 2005 and was posted at the Southern Georgian Bay (SGB) Detachment. He is a member of the OPP's Central Region Emergency Response Team reporting out of the Midland Detachment. He lives in Tiny Township with his spouse, 2 daughters and 2 step daughters. Stefan joined the Board in 2022 and is the Chair of the Diversity, Equity and Inclusion Committee.

Interim (2024-2025)



Michael Webb was born in the Penetanguishene Hospital and attended school in Wyevale and Elmvale. He attended Humber College and Georgian College for Electronics Engineering and George Brown College for Food and Beverage Management. He worked in the service industry most of his life before changing careers in 1997 when he moved back to the area from Kitchener and studied to become a Wealth Management Professional. He started working with his mother Cheryl Webb who was a long standing board member and Treasurer for Wendat. When she retired, he purchased her business and took up the family tradition of serving on Wendat's board in 2014. He was elected and has served as Board President since 2015. Michael and his wife Leslie have a blended family with 4 kids, Jessica, Taylor, Nicholas and Spencer. Michael is also involved with philanthropic work through Ancient Free and Accepted Masons, Scottish Rite Masonry, York Rite Masonry and Shriners International. He is also a financial supporter to many local organizations.

Current Term (2023-2025)



Shannon Duplessy is a Residential Caseworker at Elizabeth Fry Society Simcoe County. Shannon studied at Georgian College. Originally from Orangeville Ontario, Shannon has lived in Penetanguishene for over 20 years. Shannon is a strong advocate for Community Mental Health and Addictions services and has experience as a Peer Counselor. Shannon has two adult children. She enjoys time with family and friends and travelling. Shannon joined the Board in 2021 and is a member of the Human Resources and Governance Committees.



Tammy Martin, MA, CHRL, CRSP is the Executive Human Resources Officer for the Simcoe Muskoka Catholic District School Board. She is a graduate of Royal Roads University with a Masters of Arts in Leadership and has a Post-Graduate Diploma in HR and a Correctional Worker Diploma. Her first career was in a Phase II Open Custody facility working with youth at risk who struggled with mental health and addictions. When she transitioned her career to HR she was the HR Manager for the Hincks-Dellcrest Centre, a not-for-profit children's mental health centre in Toronto. For 17 years she worked in a leadership HR role in the municipal/public sector. She enjoys travelling the world and quality time with family and friends. Tammy joined the Board in April 2021 and is a member of the Human Resources Committee and the Governance Committee.



Linda Murray is a retired Educational Assistant with the Catholic School Board where she worked for 30 years. Linda is very involved with her community. She was a leader with Scouts Canada for 35 years and a board member with her church for 12 years. Linda is very involved with the Elmvale Fall Fair. She enjoys travelling and plans to do lots more in the future. Linda joined Wendat's Board in 2019. She holds the position of Secretary on the Board and is the Chair of the Governance Committee. She is also a member of the Fundraising Committee.



David Wiercigroch is a Resident Doctor at the University of Toronto Department of Psychiatry. David has been involved in clinical, research and policy projects focused on improving the care of people who use substances. He believes in a biopsychosocial approach to mental health and the importance of expanding access to community housing. He is passionate about equitable access to care in rural and remote communities. David has a Master of Public Administration degree from the Queen's School of Policy Studies and is an assistant instructor in the Bachelor of Health Sciences program at Queen's University, teaching health policy to undergraduate students. David joined the board in 2021 and is a member of the Governance Committee.



Austin Rice is an accountant (CPA, CGA) working with the Waypoint Centre for Mental Health Care. Austin attended Wilfrid Laurier University, studying philosophy and accounting. Austin has extensive experience working in various levels of public sector finance including the Government of Nunavut, Indigenous and Northern Affairs Canada, Parks Canada, and Waypoint. Austin was born and raised in the Georgian Bay area, and along with his wife Kim, is busy raising a family of 3 boys in Midland. Austin enjoys golf, loves to travel, and enjoys the outdoors. Austin joined the Board in September 2023. Austin is the Chair of the Property Committee and a member of the Finance Committee.

Staff

Executive Director

Andrea Abbott-Kokosin

Financial Administrator

Charlotte Nicholson

Financial Clerk

Administrative Assistant—2nd St.

Administrative Assistant—Seniors Services

Executive Assistant Property Manager

Quality, Risk and Data Coordinator

Brian La Rose Verna Porter Kyra Genest Tristan Lavery Dean Farrell

Ashley York (on leave)

Supervisor: Case Management & Crisis Services

Team Lead—Case Management

Case Managers

Joel Robitaille Sean Akow Jennifer Beal Taylor Collier*

Glen Lucas

Katelynn Copegog* (on leave)

Zoey Courtney Casey MacKinlay Angela Ryan (.5FTE) *

Ashley Walton

Karen Tkaczyk*

Brief Service Worker/Case Manager *= cross-trained in Crisis Services

Mobile Crisis Worker/Team Lead Crisis Services

Mobile Crisis Worker

Naomi Colley

Angela Ryan (.5FTE)

Full-Time Crisis Workers

Part-Time Crisis Workers

Kaylee Bentley-White Ethan Keeler-Cox

Andrea Cameron Melanie Coulter Michelle Ferri Teesha Gaudet * Christopher Leger* Abby Lloyd * Penny Russell Madison Wood

*= cross-trained as Mobile Crisis Workers

Supervisor: Social Club & Vocational Program

Darlene Forget

Senior Recreation Workers Janice Ferris

Hannah Poulsen (on leave)

Roseanne Quesnelle

Victoria Tovell

Recreation Workers Nancy Kristufek Paulette Robitaille

Randy Roi

Assistant Recreation Workers Alexandra Mathieson

Paul Morris Franco Vatalaro

Office Cleaners-Second Street Jon Dyer

J.P. Marion

(Staff Continued)

Director, Seniors Services

Team Lead—Transitions
Behaviour Nurses

Team Lead—Geriatric Social Work Geriatric Social Workers

Community Support Workers Psychogeriatrics

Coordinator of Care, Seniors Services

Full-Time Personal Support Workers

Part-Time Personal Support Workers

Program Worker Seniors Services

Full-Time Cooks

Part-Time Cooks

Zina Thomson

Rita Pilkey Tracy Franks Jada-Lee Reitmayer Erin Thomas Jennifer Wise

Meaghan Schitka Breanne Guest Tracey Kolton (on leave) Sarah Laliberté Kaitlyn Snache (on leave)

Brandon Burke Toni Howe Alette Montree

Mary Wichers-Schreur

Tammy Eames Ashley Maudsley Beverley Robitaille Jim Torrance

Nicole Belcourt
Marie Cascagnette
Margaret Chretien
Alexis Grant
Julienne Menard
Kimberley Mixemong
Helene Patenaude
Amy Reidel
Nardina Russo

Carol Kopiec (on leave) Leslie Robitaille

Blake Beauchamp Tina Mathieson

Marie Cascagnette Roger Cloutier Jo-Anne Porter (on leave)





President's Annual Report

Welcome to the 35th Annual General meeting of Wendat Community Programs. This was my ninth year as President of the Board. Due to my many other volunteer obligations, I have made the difficult decision that the upcoming year, my tenth year as President, will be my last year of service on the Board of Directors. I will retire from the Board in September 2025. The good work of Wendat will continue and the organization will be in good hands with guidance from the Board of Directors and our Executive Director.

From April 1, 2023 to March 31, 2024, Wendat was fortunate to receive donations and one-time grants from many individuals, companies, municipalities, service clubs, branches of the government and foundations. Donations received were used towards program and operating costs across all our programs. I thank each of them for their generosity and for making it possible for Wendat to successfully continue our mission to provide quality care and support to adults with mental illness and seniors with care needs.

I was very pleased to see the 2023 Boston Pizza Charity Golf Scramble raise an amazing \$64,896 bringing the total amount raised since 2005 to over \$500,000. I extend a huge thank you to Andy Staffen of Boston Pizza Midland for his fundraising efforts for Wendat. Without his support, we would not be able to transport our clients and residents to programs, outings, shopping and appointments.

In 23/24, Wendat received a 5% base funding increase for our Community Mental Health Programs and a 2% base funding increase in our Community Support Programs. This allowed Wendat to partially implement the actions recommended in our 2020 Compensation Review. Although we are grateful for these small increases, it is not enough to ensure our wages are competitive and to keep up with rising costs.

I am pleased that the staff turnover rate continues to be lower year over year but it is still higher than we would like. Wendat continues to advocate with Ontario Health for a base funding increase and ongoing annual increases to ensure staff are paid fairly and to meet the rising costs of program supplies, food, gas and other amenities needed to run our programs.

We made good progress towards the year two goals laid out in our Strategic Plan for April 1, 2022—March 31, 2025 and will continue to work hard on the goals. We anticipate that we will begin work on setting a new plan in the fall of 2024. Wendat is a proud member of the North Simcoe Ontario Health Team (NS OHT) and is committed to the goals and priorities the NS OHT is working on to improve our local health care system.

The Board of Directors and Committees of the Board worked hard to support the Executive Director and ensure that the mission, vision and strategic priorities of the organization were carried out. I must commend the management team and front line staff of Wendat for the continued delivery of excellent programs and services despite funding and Human Resource challenges. Their professionalism, compassion, dedication and skills are admirable and the work they do for our clients every day is an inspiration. My heartfelt thanks to all of you!

Sincerely,

Michael Webb, President



Treasurer's Annual Report

For the year ended March 31, 2024, total revenue for the organization was \$5,222,700 with \$4,174,016 coming from the Ministry of Health and Long-Term Care, \$428,480 coming from our contract with the Specialized Geriatric Program, \$147,341 coming from fundraising including Bingo and \$277,818 collected in rental income. The total expenses were \$4,938,757 leaving Wendat with a surplus of \$283,943.

The Finance Committee including the Executive Director, Austin Rice and myself reviewed the financial statements monthly with no issues.

Between April 1, 2023 and March 31, 2024, Wendat received the following new funding:

- \$11,800 from the Ontario Trillium Foundation to purchase a new dishwasher for the seniors' residence
- \$19,083 in one-time operational funding from Ontario Health for the Congregate Dining Program, Seniors Day Program and Supportive Housing Program
- \$158,900 (5%) base funding increase for Community Mental Health programs
- Base funding of \$21,322 from Ontario Health for Community Service Workforce Investments
- \$32,943 from Ontario Health in one-time funding for Crisis Services for equipment and supplies
- \$7,050 in one-time funding from Ontario Health for the Assisted Living Program
- \$2,500 in one-time Funding from Ontario Health to purchase body armour for NS CMART workers
- \$7,000 base funding increase from the Ministry of Health for the Road to Recovery Program

You will find more financial details in the audited financial statements for the year ended March 31, 2024.

My thanks to Charlotte Nicholson, Financial Administrator and Brian La Rose, Financial Clerk for their timely and accurate record keeping and to Andrea Abbott-Kokosin, Executive Director for managing the organizations' resources very well. Thanks also to Grant Thornton LLP for their efforts at audit time. I am retiring from the Board effective September 4th, 2024. I have thoroughly enjoyed my time with Wendat Community Programs and know that I am leaving it in good hands as Austin Rice moves into the position of Treasurer.

Sincerely,

Tammy King, Treasurer



Executive Director's Annual Report

"Success is not final, failure it not fatal: it is the courage to continue that counts." ~ Winston Churchill

From April 1, 2023—March 31, 2024, Wendat Community Services made excellent progress towards achieving the goals of our Strategic Plan. To our priority of staff retention, we partially implemented some of the recommendations in the 2020 compensation review. I am pleased to report that the staff turnover rate continues to decrease year over year. This year we have one staff celebrating their ten-year service anniversary and seven staff celebrating their five-year service anniversary. The results of the annual staff satisfaction survey were quite positive. Although the turnover rate has been reduced, Wendat still struggles with staff retention mainly due to lower than average wages. I continue to advocate for a significant base funding increase to address this wage inequity.

To our goals of raising awareness about Wendat, the management team and front line staff made many presentations to community groups and other service providers. We also participated in several community events and job fairs to spread the word about Wendat. We met our goals to get Wendat in the media and on social media as much as possible.

Through our participation as a member of the North Simcoe Ontario Health Team (NSOHT), funds were made available to expand the hours our Crisis Services staff are on site at Georgian Bay General Hospital (GBGH) to twelve hours a day, 365 days per year. The Crisis Clinic was moved out of GBGH to Wendat and the hours were expanded providing more weekly appointments. I continue to serve as one of the Co-Chairs of the NSOHT. In the past year, the NSOHT welcomed new core members, new collaborative partners and new staff allowing us to move forward towards our goal of improving our local health care system by collaborating with each other and other service providers in North Simcoe.

In June 2023 the Boston Pizza Charity Golf Tournament in support of Wendat raised an amazing, \$64,896. We are extremely grateful to Andy Staffen and the staff of Boston Pizza Midland for their continued fundraising efforts. All proceeds are used to purchase the vans we use to transport our clients. The funds from the 2023 tournament were used to purchase a new, more accessible van for use at the Lorna Tomlinson Residence for Seniors.

Donations of funds were gratefully received from municipalities, individuals, local businesses, service clubs and foundations enabling us to raise \$147,341 over the year. These funds made it possible for Wendat to continue providing high quality care and support to adults with mental health challenges and age related challenges in North Simcoe and Muskoka. Wendat also received in-kind donations of goods such as raffle and auction items, food and program supplies valued at \$65,163. We thank each and every donor of funds or in-kind items for your support.

The strength of Wendat is our people. The staff continue to shine and provide high quality care and support to our clients. The management team continue to be inspiring leaders. The Board and Committees of the Board continue to lend their expertise, support, wisdom and guidance to set the direction and priorities for Wendat. It is truly a privilege to work with such an amazing group of people every day. My heartfelt thanks to all of you, you make Wendat the success it is.



Andrea Abbott-Kokosin, Executive Director

Staff Long Service Awards

Each year at the Annual General Meeting, Wendat recognizes staff who have given 5, 10, 15, 20 or 25 years of service to Wendat. A certificate plus a monetary gift is given. Between September 27, 2023 and September 4, 2024, the following staff achieved milestones in their employment at Wendat:

10-Year AwardMary Wichers-Schreur

5-Year AwardsBlake Beauchamp
Toni Howe

Andrea Cameron Brian La Rose Teesha Gaudet Alette Montree



Retiring Board Members



Grace Kidd served several terms on Wendat's Board of Directors. Her most recent term began in September 2017. Grace retired from the Board in May 2024. She also recently retired from a long and successful career as a Realtor, being the Broker of Record/Owner of Realty Executives On The Bay Inc. Grace was Chair of the Fundraising Committee and has been a long time advocate, ambassador and donor for Wendat Community Programs. Thank you Grace and best wishes in your retirement!



Tammy King joined the Board of Directors in October 2016 and was appointed Treasurer soon after. She also chaired the Finance Committee. Tammy is retiring from the Board on September 4, 2024. Thank you Tammy for keeping an eye on our finances and for your dedication to Wendat!



Program Activity Highlights

Submitted by: Program Supervisors Glen Lucas and Darlene Forget and Zina Thomson Director Seniors Services

Adult Mental Health Services

Case Management and Brief Service

The Case Management team continues to stay current with a variety of skills and tools to meet client needs. They meet bi-weekly as a team to provide client updates and discuss any concerns as they arise. Case Managers attend psychiatric rehab training bi-weekly, as well as other relevant training opportunities as they are available. The Case Management team has done an amazing job meeting all targets and reducing the wait list. In 23/24 we welcomed new team members and said goodbye to some team members. Brief Service has seen a large increase of people seeking services, due to the higher cost of living and lack of affordable rental units. The Brief Service Worker is doing an amazing job accommodating peoples' needs with the limited resources available in our community.

Crisis Services

The number of individuals served and contacts made with those individuals by Crisis Services staff providing mental health assessments in the Emergency Department (ED) at Georgian Bay General Hospital (GBGH) continues to grow every year. Last year, we expanded the Crisis Clinic and moved it out of GBGH to Wendat. The clinic helps to alleviate flow issues in the ED. This allows us to see non-acute mental health clients in an outpatient capacity. We also recently expanded our hours in the ED to 12 hours a day, 365 days per year. The North Simcoe Crisis Management and Resource Team (NS-CMART) continues to operate in the community for 60 hours per week.

Social Club

The Wendat Social Club consistently offers top-notch recreational activities that foster social, emotional, cognitive and physical well-being. The club has adopted a more structured schedule on Tuesdays, Thursdays, and Fridays, featuring wellness discussions, art playdates, and workshops. Activities are hosted in the club as well as in the Community. In collaboration with Boston Pizza, we are able to provide complimentary transportation for our members to be able to participate in club activities.

Vocational Program

The Vocational Program currently employs 12 people. They work as drivers transporting members to and from the club, facilitators in the recreation programs, cooks providing meals to our members and as office cleaners. Wendat is very proud of this team. The Program Supervisor works with each participant to discover their strengths and challenges them to move into new areas that might bring them joy. One-on-one and group job coaching is provided.

Seniors' Support Services

Congregate Dining, Assisted Living, Seniors Day Program and The Lorna Tomlinson Residence for Seniors

At the Lorna Tomlinson Residence for Seniors, 2023/24 has been a year of changes. We have restructured our leadership team and the residents who live here should be celebrated for the patience they have shown us as we all continue to grow in our new roles. We are over the moon to have a consistent Day Program staff and have been busy welcoming new clients and are excited that our little room is starting to be full of smiling faces. Big thanks to our partner VON who continue to come to lead exercise classes two mornings a week. The kitchen staff continue to provide healthy delicious meals and are always striving to ensure that residents enjoy mealtimes. We are always seeking our residents' opinions and will continue to ensure that they have the best quality of care while they are here.

Psychogeriatric Program

The Transition Nurses and Social Workers experienced many challenges over the last year but continue to be amazing advocates for their clients. COVID has shown us that our jobs can be done many ways and we have continued with a hybrid model doing some work over the phone, as well as continuing to see seniors in their homes. The team is well represented on working groups and networks and respected by multiple service partners. We are pleased to be included in many discussions as the Ontario Health Teams around us grow and work towards a collaborative care model for our complex seniors. The Nurses and the Social Workers should be commended for always being focused on the clients and continuing to advocate the importance of Person-Centred Care in a changing landscape for our seniors. A big thanks to our Team Leads for their constant support of the Director and their teammates.

2023-2024 Statistical Highlights

Submitted by: Zina Thomson, Director Seniors Services

44 full-time staff 35 part-time staff

36 volunteers

266 volunteer hours providing direct service

528.5 volunteer hours on the Board of Directors, Committees, fundraising and administration

184 Social Club members

560 social and recreational group sessions offered in the Social Club with 5,686 participants

152 adults with mental illness supported by Case Management Services 8,781 contacts provided to Case Management clients

135 group sessions offered in Case Management with 741 participants

557 unique individuals seen by the Crisis Services team

618 crisis assessments completed in the Emergency Department at GBGH

341 clients of Crisis Services were under the age of 35

376 unique individuals seen by the Crisis Management and Response Team (CMART)

952 contacts with clients by CMART

156 Emergency Room diversions because of CMART

764 clients supported by the Psychogeriatric Team

85 transitions completed to a different living environment

5,333 client contacts provided by the Psychogeriatric Team

26 older adults lived at the Lorna Tomlinson Residence,

all 26 were supported by the Assisted Living Program

80 is the average age of a resident

45 older adults participated in the Congregate Dining Program

21,425 meals were served in the Congregate Dining Program

51 older adults participated in the Seniors Day Program

2,001 attendance days were spent in the Day Program

5,654 individuals were supported by Wendat Community Programs

19,063 client visits/contacts were provided by Wendat staff

972 Group Sessions were provided to clients

Circles of Giving

Thank you to all of you who made donations from April 1, 2023 to March 31, 2024

\$20-\$99 Supporters

Eva Kaiser Amy Sagan Burnice Wilson

\$100-\$499 Heroes

John Robin Allen

Barbara Clayton

Becky Duquette

Pauline Goinhas

Huronia Christ Church

Verna Porter

Stefan Racine

Austin Rice

Karen Roberts

Serenity Now

Grace Kidd Simcoe District School Board

Sonia Ladouceur Lorna Tomlinson
Tammy Martin Michael Webb
Vanessa Moss Judy Whittam
Linda Murray David Wiercigroch

\$500-\$999 Advocates

Copeland Woods Developments Corp.
Demesne Developments Inc.
École Secondaire Le Caron
James Magnus
TEAKK Holdings/Harvey's Swiss Chalet
Victoria Harbour Lions Club

We thank those of our donors who wish to remain anonymous.

If we have missed your name, please accept our apologies and our thanks.

Circles of Giving

\$1,000-\$4,999 Champions

Alectra Utilities Corporation
Dale E. Boyd
Elmvale District Lioness Club
Realty Executives on the Bay Inc.
Royal Canadian Legion, Branch 68 Penetanguishene
Town of Penetanguishene

\$10,000 + Shining Stars

Boston Pizza Foundation Angel Gate Bingo Association Ontario Trillium Foundation

Wendat receives in-kind support through donations of food, items used as prizes for fundraising draws and events, artwork, quilts and other items. When these items are donated, it allows us to use our financial resources for front line service delivery. These items are often passed along directly to our clients and are gratefully received. In 2023/2024 Wendat received \$65,163 in in-kind support. We acknowledge this support with appreciation.

Human Resources Committee Annual Report Submitted by Vanessa Moss, Chair

Committee Members: Vanessa Moss (Chair), Tammy Martin, Shannon Duplessy, Karen Roberts, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

Purpose: To provide advice and guidance regarding all matters pertaining to employees, volunteers and students of the agency.

The Human Resources Committee of the Board meets quarterly and at the call of the Chair. In 23/24, the committee worked to assist the Executive Director to navigate human resource challenges. The committee engaged LadderHR to conduct the annual staff satisfaction review. The committee oversaw the implementation of a wage band system and ensured that the strategic priorities related to staffing were achieved.

Property Committee Annual Report Submitted by Austin Rice, Chair

Committee Members: Austin Rice, Dean Farrell, Rob Heming (Community Member), Brian La Rose, Ashley York (on leave), Verna Porter (Interim), Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

Purpose: To provide advice and guidance on all matters pertaining to buildings and property owned or occupied by Wendat, the maintenance of property and the safety of clients and staff.

The property committee met quarterly. At each meeting representatives from the Health and Safety Committee from each site provided a report and the committee members provided advice and suggestions to remedy any concerns. Issues related to property maintenance at both sites were reviewed.

The committee supported the implementation of recommendations from an infrastructure review and any other property related issues as required.

Governance Committee Annual Report Submitted by Linda Murray, Chair

Committee Members: Linda Murray, Tammy Martin, David Wiercigroch, Michelle Goodman, Shannon Duplessy, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

Purpose: To strengthen the ability of the board of directors to govern the affairs of the corporation.

The committee focused on board recruitment, training and orientation, governance issues and monitoring any policy issues brought forth by the Executive Director. The committee is responsible for ensuring that the goals set out in the Strategic Plan are met, and spent time monitoring progress towards all goals in the plan.

Fundraising Committee Annual Report Submitted by Linda Murray

Committee Members: Linda Murray, Lorna Tomlinson, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

Purpose: To develop and implement an ongoing fundraising plan.

From April 1, 2023 to March 31, 2024 the committee met every other month and oversaw Bingo, direct mail, a newsletter solicitation, a cash raffle, the annual Boston Pizza golf Tournament and one-on-one asks. We focused some of our efforts on building the Endowment Fund held at the Huronia Community Foundation. We were pleased to see the success of the 2023 Boston Pizza Charity Golf Scramble in support of Wendat.

The committee ensured that Wendat took advantage of any and all grants and funding opportunities. Several fundraising proposals were sent to foundations, service clubs and other potential funding sources. The total amount raised in the 23/24 year was \$147,341 with an additional \$65,163 of in kind goods. This exceeded our goal of \$150,000.

The Committee would like to acknowledge Grace Kidd for her leadership as Chair of the fundraising committee from September 2017 until May 2024. Grace led by example as a monthly donor, advocate and ambassador for Wendat. We wish her all the best in her retirement from her career and from the Board and Committees at Wendat.

Diversity, Equity and Inclusion Committee Annual Report Submitted by Stefan Racine, Chair

Committee Members: Stefan Racine, Joel Robitaille, Abby Lloyd, Kyra Genest, Eric Sona of Ontario Health, Stephan Beaupre & John Kok of Entite 4, Kaitlyn Snache (on leave), Ashley York (on leave), Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

Purpose: To recommend, promote and maintain policies and practices to advance equity, inclusion and diversity and address racism.

This committee has replaced the former French Language Services Committee. With new reporting requirements and Ontario Health's focus on Health Equity it was necessary for Wendat to expand and re-name this committee.

The main role of this committee is to ensure that Wendat Community programs develops and advances both a First Nations, Inuit, Métis and Urban Indigenous Health and Anti-Black Racism Workplan and an equity plan that align with Ontario Health's equity, inclusion and diversity framework. These plans must build on existing legislated commitments and work already done such as but not limited to: French Language Services Plan, Accessibility for Ontarians with Disabilities Act, Provincial Black Health Plan, and the High Priority Community Strategy.

This committee meets quarterly or at the call of the chair. This committee has a diverse membership including Board members, Management, front line staff, Ontario Health staff and Entite 4 staff. It includes individuals who identify as black, Metis, Francophone and LGBQT2.



Providing Services for Seniors and Adult Mental Health Services in North Simcoe-Muskoka

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Wendat Community Programs is a proud member of the North Simcoe Ontario Health Team







